

## Salt Lake Valley Quality Improvement Committee Minutes

		Review and Action Plan	Follow-up
<b>Dash Board Items:</b>	Staff Retention and Recognition	<b>October:</b> Updates on Nurse's Recognition - The names of the nurses with 100 percent cases in the Case Process Review were received.	<b>October:</b> Certificates and letters of recognition will be sent to their supervisors.
	CPS Missed Priority Timeframe	(August 2009)	
	CPS Issues	<b>October:</b> Trends show the number of intake calls is going down. Forty percent of the calls are unaccepted. When reviewed by the Office of Service Review (OSR) 100% of the calls met the criteria to be unaccepted. Calls can be received from anywhere (e.g. divorcing parents, schools, neighbors, friends, etc.). The main reason referrals are unaccepted is not enough information from the referent. DCFS does not look at unaccepted calls at a later date to be reconsidered. A pilot program in Western Region looked at unaccepted referrals. If three unaccepted referrals were received, it generated an accepted referral. The outcome of the pilot was not successful. National guidelines are hard to use as a measuring instrument because each state has different criteria for case acceptance; that said Utah falls in the middle of the National guidelines. Children that have been brought to Primary Children's Hospital with physical injuries usually have unaccepted referrals in the past. The question was asked if there is a report to review the number of unaccepted referrals before a referral is accepted. Case Process Review (CPR) data was presented.	<b>October:</b> The Committee would like to know if there is a report available to monitor unaccepted referrals before a referral is accepted. Tonya Myrup will query the State office if the report exists or if it is possible to create.

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		<b>November:</b> It is possible to get a report that shows how many unaccepted referrals have been received before an accepted referral was taken. The State office will work on it.	<b>November:</b>
	Foster Care Placement Stability	(May 19, 2009)	
	Drug Abuse	(January 20, 2009)	
	Children served by the Court – Abused and Neglected vs. Delinquency	<b>October</b> Presentation of Information from Dual Adjudication Conference Some of the facts presented at the Dual Adjudication Conference were: <ul style="list-style-type: none"> <li>? Children in custody are more often in front of a judge for non-adjudicated offenses than children not in custody</li> <li>? Girls are more often in front of a judge than boys</li> <li>? Foster parents were using detention as a punishment for minor offenses that would not even be considered for children not in custody</li> <li>? Runaways were taken to detention when they were picked up</li> </ul> Runaways are now taken to the Juvenile Receiving Center. The YOU (Youth in Custody) Project was explained. The Committee requested more information on the Education Guide	<b>October:</b> Misty Butler will present on the Education Guide
		<b>November:</b> Regional Response to Letter Committee Sent to DCFS Some issues of Dual Adjudication are being identified and analyzed at the State level as well as at the Region level. DCFS is	<b>November:</b> Misty Butler will take original letter and response to Dual Adjudication Sub Committee; Marilee will send a copy of the original letter for Misty to take with the response

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		<p>partnering with the courts and other community agencies. The courts are not accepting contempt charges for minor offenses for children in custody as they previously did. Information from the original letter and response needs to go the court's Dual Adjudication Sub Committee.</p> <p>Dual Adjudication information JJS has a point structured matrix. Some children are ungovernable, but do not meet the criteria to put in the custody of JJS so they end up in DCFS custody. There is a lack of prevention for DCFS and JJS custody. The States that are successful are those who are partnering and communicating with other agencies on a continuous basis.</p> <p>Education Guide Initiative on Utah Children in Foster Care compiled a booklet called "Education Youth in State Care"; a booklet to assist caseworkers, school officials, and families to understand the best education for children in state care. Children in state care were being treated differently than children living in their own homes. Youth in DCFS custody were being assigned to contained classrooms with juvenile offenders in the custody of JJS without assessment. Foster children are now starting in mainstream classroom settings first and then being transferred to contained classrooms if appropriate.</p>	
Public Relations:		(February 17, 2009)	

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Studies:		<b>November:</b> A survey from the QCR was presented. There was not enough information to analyze the data. The survey only targeted one set of QCR cases and then children 12 years and older and parents. It would be better to focus on parents for a client satisfaction survey, with the thought, "what kind of services would have been helpful?" A suggestion was to survey parents at the Volunteers of America shelter.	<b>November:</b> Misty Butler will research what other states are doing. Diane Moore will check the longitudinal study to see if it has a satisfaction component.
QCR Participation:		(June 16, 2009)	
Fatality Review:		(September 16, 2008)	
Other Business:		<b>October:</b> Committee Purpose, Structure, and Expectations The proposed charter was edited in the following ways: The Research and Analysis subcommittee was renamed Research and Data Review; The CPS subcommittee was eliminated and the charge of assuring that CPS data is reviewed was given to the Research and Data Review subcommittee; and it was clarified that subcommittees do not operate independent of the QIC as a whole – they are required to gain approval of the QIC for their work. Subcommittees will report on any activities during the monthly QIC.  Suggestions for the new QIC Member Handbook Suggestions from the State QIC were requested for the new statewide QIC Member Handbook being developed Suggestions being forwarded to the State	<b>October:</b> Marilee Greenland will be on the Membership subcommittee. Marilyn Johnson, Teresa Jacobs, and Cheryl Dubach will be on the Staff Retention subcommittee, with Marilyn being confirmed as chair. Tonya Myrup, Misty Butler, and Arn Stolp will be on the Research and Data Review subcommittee, with Tonya being confirmed as the chair.  Mike Hamblin will convey information to State QIC

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QIC included the following requests:

- ? Information on structure, subcommittees, etc.
- ? Information on the relationship between the statewide QIC and regional QICs
- ? An org chart with information on the chair for each region QIC.

A recommendation was made that the State QIC consider producing a general brochure or pamphlet sized booklet that refers people who would like more in-depth information to a website version that is more lengthy and detailed and that includes organizational information that may change from time to time as it is easier to update a website than reprint handbooks

### **November:**

Committees

It was suggested that the sub committees meet quarterly for the last half hour of the monthly meeting.

It will be discussed at the next meeting.

**November:**

Note: The State Quality Improvement Summit was the December meeting.